

Introduction 2025

Worldline’s Commitment to Pay Equity: Sustaining Progress on Gender and Ethnicity Gaps

At Worldline, we remain steadfast in our commitment to eliminating pay disparities and ensuring equal pay for equal work as a fundamental right. Our focus extends beyond compliance; we aim to cultivate a thriving, inclusive workplace that recognises diverse talent and embraces innovation. By continually measuring, learning, and acting on our pay data, we seek to close gaps and create opportunities where every employee can thrive.

Driving lasting change requires collective ownership, transparent accountability, and the integration of pay equity principles across all talent processes. We are encouraged that 88% of our employees report feeling that they are treated fairly regardless of gender and 91% of people feel they are fairly treated regardless of race. Yet we recognise there is more to do. This report reinforces our roadmap of targeted initiatives designed to strengthen equity, attract and retain diverse talent, and ensure every individual feels valued, respected, and empowered to reach their full potential.

Gender Pay Gap Figures for Worldline IT Services UK Limited

The following shows data as of the snapshot date of 5 April 2025 compared to our 2024 data.

Hourly wages pay gap

	2025	2024	2025 vs 2024	Movement
Median Gender Pay Gap	35.39%	25.30%	10.09%	Increase
Mean Gender Pay Gap	25.38%	15.05%	10.33%	Increase

The percentage of women in each pay quarter

Quartile	Percent women	Percent men	Movement
Upper Quartile	19.1%	80.9%	Increase of 0.6% since 2024

Upper Middle Quartile	31.3%	68.7%	Increase of 5.4% since 2024
Lower Middle Quartile	36.5%	63.5%	Decrease of 0.5% since 2024
Lower Quartile	53.5%	46.5%	Increase of 13.1% since 2024

Bonus pay gap

	2025	2024	2025 vs 2024	Movement
Median Gender Bonus Pay Gap	25.28%	29.34%	4.06%	Decrease
Mean Gender Bonus Pay Gap	28.22%	9.12%	19.1%	Increase

Who received bonus pay

% women receiving bonus	% men receiving bonus
49.4%	67.2%

Ethnicity Pay Gap Figures for Worldline IT Services UK Limited

The language in this section uses guidelines from the [UK government](#) when writing about ethnicity. We use 'Ethnic Minorities' to refer to all ethnic groups except the following who are grouped as White: English, Welsh, Scottish, Northern Irish or British, Irish, Gypsy or Irish Traveler, Roma and any other White background.

Hourly wages pay gap

	2025	2024	2025 vs2024	Movement
Median Ethnicity Pay Gap	22.02%	7.04%	Increase	14.98%
Mean Ethnicity Pay Gap	19.11%	9.82%	Increase	9.29%

The percentage of Ethnic Minorities in each pay quarter

Quartile	Percent Ethnic Minorities	Percent White	Movement
Upper Quartile	13.3%	86.7%	Decrease of 2.0% since 2024
Upper Middle Quartile	24.8%	75.2%	Increase of 1.1% since 2024
Lower Middle Quartile	20.0%	80.0%	Increase of 0.6% since 2024
Lower Quartile	35.8%	64.2%	Increase of 11.1% since 2024

Bonus pay gap

	2025	2024	2025 vs 2024	Movement
Median Ethnicity Bonus Pay Gap	23.51%	5.13%	18.38%	Increase
Mean Ethnicity Bonus Pay Gap	33.49%	31.04%	2.45%	Increase

Who received bonus pay

% Ethnic Minorities receiving	% White receiving
51.9%	62.2%

Key Insights From Our Data

Analysis of our data reflects the following:

- Our snapshot data shows a 5% increase of women in our workforce and a 2.75% increase of employees from an ethnic minority background.
- We still have a higher number of employees from a white background in senior level positions, but we have made some senior appointments for people from an ethnic minority background.
- Despite our efforts, we have seen an increase in both the Gender and Ethnicity Pay Gap. Specific actions, including representative pay analysis processes, have been introduced with the aim of addressing these gaps in the short to medium term.

Working Towards Reducing Our Gap

We have made some great progress on our EDI strategy to improve our people's experience at Worldline. Some of the initiatives and achievements to date are:

Gender

- Times Top 50 Employers for Gender Equality achieved in 2022, 2023, 2024 and 2025
- Feedback from the GPTW survey: "Very family orientated - really feel able to take time off where needed for childcare/personal reasons." "Company is excellent for flexible working which helps with work/family life."
- To support all genders, we provide comprehensive policies such as: Domestic Abuse, Family Leave, Menopause, Miscarriage, Gender Transition and Sexual Harassment. These policies outline how the Company supports employees and partners and provides guidance to Line Managers on supportive actions.
- Increased paid family leave for partners from 2 to 6 weeks. Increased time off for working parents and grandparents at key milestones such as starting school and school plays, to share responsibility and ensure parents don't miss key events in their children's lives.
- 19 mid-level diverse women attended a 12-week Women's Leadership course providing 1-1 and group coaching.
- EDI analysis is actively undertaken so that discrepancies in gender pay can be identified and rectified. In 2025 we proactively addressed 2 gender pay gap issues, identified through our audit, prior to an issue being raised by employees.

Ethnic Minority

- As part of our EDI strategy, we are committed to voluntarily reporting our Ethnicity Pay Gap. The Ethnicity declaration rate was at 85.7% in April 2021 and increased to 95% by the end of 2025. This high rate of declaration enables us to track the ethnicity minority pay gap.
- We are increasing ethnic minority employees every year. Of employees who declared their ethnicity, 23.52% are from an ethnic minority background.
- Since 2022 we have voluntarily reported Ethnicity Pay Gap: aligned to being signatories of the Business in the Community Race at Work Charter since 2020.

Gender and Ethnic Minority

- Hybrid working policy offers 3 days office working and 2 days at home. During key school holidays we empower all employees to work from home 100%. This allows all genders to better manage and share childcare responsibilities and reduce childcare costs.
- Internal Mobility policy allows working internationally up to 25 days in 12 months.
- Signatories of [The Smallest Things Employer with Heart Charter](#) providing enhanced leave for those with premature babies.
- Continuing discussions internally and externally with Business in the Community, Neurodiversity in Business, Women in Rail and Railway Industry Association

Our Commitment to Action

We recognise that disparities still exist in our organisation and these figures represent both our challenge and our opportunity.

In order to foster a culture of trust and belonging, where all have an equal opportunity to flourish, we continue our commitment to:

- **Inclusive Policies and Processes** – Our generous family policies are promoted externally and referenced during recruitment. They are internally published on our HR portal and frequently referenced and promoted through line manager communications and employee intranet articles.
 - Maternity - 18 weeks full pay and 6 months Return to Work bonus.
 - Family Leave - 6 weeks full pay.

- Time Off - Up to 5 days full pay in a 12 month rolling period, for dependents and domestic emergencies.
- **Monitoring and Analytics** – Qualitative data comprises the Great Place to Work survey, focus groups on progression and development, and one-on-one discussions. Quantitative data involves quarterly tracking of key metrics. Together, these data sources provide insights into what is successful and areas that require further focus.
- **Employee Lifecycle** - Quarterly tracking of key data related to representation across the employee lifecycle, for example, representation of age, gender and ethnicity in recruitment, performance management, promotion and attrition. Our EDI status and actions are reviewed quarterly with the CEO and direct reports, our Senior Leadership team and with the Leads of our networks.
- **Diversity and Inclusion Networks** - Our Networks are sponsored by our Executive Team who mentors new Network Leads. The Networks comprise Generations, Gender, Heritage and Cultural Identity, Ability, LGBTQIA+
- **Accountability** - To drive accountability we conduct Quarterly EDI Data reviews with Executive Management to review team numbers and flag concerns to relevant business areas during key processes. Gender data is monitored monthly by our HR Director, shared with Executive Management and actions agreed.

Examples: Percentage of ethnic minority women hired and percentage of women by grade. Any concerns are investigated immediately with delivery of actions monitored by our HR Director.

- **Mitigation of decision maker bias in decisions - includes:**

Conducting an annual Equal pay audit covering gender and ethnicity to identify, investigate and address discrepancies prior to pay review. HR facilitating appraisal rating moderation sessions and the ratings distribution analysed from a gender and ethnicity perspective. Analysis of the distribution of pay review is discussed with Leadership team.

A new package approval process was launched 2025 which now includes a minimum of one female approver for all appointments both internal and external, increasing diverse input and reducing biased approval outcomes. Implementing equal pay audits for all package approvals related to internal and external appointments, ensuring consistency and fairness in compensation decisions regardless of source of appointment.

- **Monitoring pay and ensuring it is fair and equal includes:**

Ensuring pay processes are transparent and bias free by aligning everyone to a pay grade. External benchmarking data from Willis Towers Watson is used for each role. Our Pay Review platform shares data with managers to enable objective decision-making allocating salary budget based on market-rate variance.

During pay reviews, HR monitors how the budget is being allocated by gender and ethnicity. This enables targeted action during pay reviews instead of waiting for employees to identify any concerns or discrepancies on completion.

Our Compensation and Benefit team share annually and on request, analysis of salary versus market benchmark to the HR Director. A budget is set aside to address cases where employees are mis-aligned either externally or against peers.